

PAYMENT SERVICES GUIDE

Applicable based on the United Kingdom time zone. Business days are Monday to Friday, excluding UK Bank Holidays.

SENDING MONEY FROM YOUR ACCOUNT AT NEDBANK PRIVATE WEALTH

Our payment cut off times for outgoing transactions can be found below.

| PAYMENT TYPE | OUTBOUND | |
|--|----------|-----------------|
| | MANUAL | ONLINE MOBILE |
| SENDING MONEY WITHIN THE UK (GBP) | 11:45 | 11:45 |
| SENDING MONEY WITHIN THE UK (ALL OTHER CURRENCIES) | 11:45 | 11:45 |
| SENDING MONEY OUTSIDE OF THE UK | 11:45 | 11:45 |
| INTER-ACCOUNT TRANSFERS (SAME CURRENCY TRANSFERS) | 16:00 | Available 24/7 |

If your payment request is received after the cut off time, or on a UK Bank Holiday, the payment will be held over until the next business day. Please note there may be instances when we are unable to complete payment processing checks within the cut off time schedule. We will process such payments on a best endeavours basis.

SENDING MONEY TO YOUR ACCOUNT AT NEDBANK PRIVATE WEALTH

Applicable based on the United Kingdom time zone. Business days are Monday to Friday, excluding UK Bank Holidays. Money received by us before the cut-off time of **16:00** will be credited to your account on the same business day.

Money received after the cut-off time, or on a UK bank holiday will be held over until the next business day.

Please note there may be instances when we are unable to complete payment processing checks within the cut off time schedule. We will process such payments on a best endeavours basis.

When sending money to your accounts held with Nedbank Private Wealth, please use the following payment details:

Isle of Man accountholders

Jersey accountholders

London accountholders

If you are in any doubt as to how to remit funds to your Nedbank Private Wealth account or have any other queries, please <u>contact our client services team</u> on + 44 (0)1624 645000 for assistance.

PAYMENT CHARGES

Nedbank Private Wealth does not make a charge for receiving incoming payments. However, other banks may make a charge for sending the payment or acting as an intermediary for the sending bank. We would advise you to check with your bank before sending money to us.

You can find further information about the fees for sending money from your Nedbank Private Wealth account in our Tariff of Charges. If you would like to view the details required to receive money into your account, please see our Correspondent Details. Both of these documents can be found in the <u>literature downloads</u> section of our website.

Our office hours are 8am to 8pm UK time, Monday to Friday.